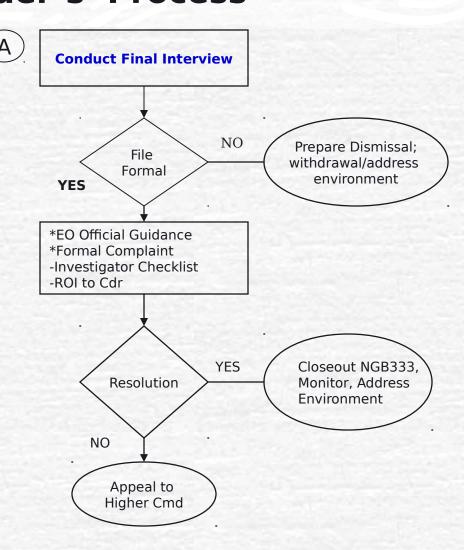
## Commander's Process You are notified that there is a complaint/issue Talk with complainant (Pre-complaint Stage) Clarify issues \*Election of Procedures \*Definitions/Abbreviations \*Stop Key Do's/Don't \*Timeline Requirements YES Resolved at Document & Monitor Pre-Complaint Stage No Informal EO Process: Seek EO Official Guidance \*Soldier's Rights & Respon. \*Informal Complaint Checklist \*Option - Seek Alternative Dispute (ADR) YFS Resolved through Document & Monitor Informal



Key is to resolve at Lowest Level, ADR available at all states